

**Ohio Department of Commerce
Video Service Authorization
Eleventh Amendment**

Video Service Provider: Armstrong Utilities, Inc., dba Armstrong Cable Services

VSA Number: 2007-VSA-0006 **Amendment Number:** 11
VSA Expiration Date: March 13, 2018 **Amendment Effective Date:** December 14, 2011

IS HEREBY GRANTED AN AMENDMENT TO ITS AUTHORIZATION TO PROVIDE VIDEO SERVICE IN THE VIDEO SERVICE AREA SPECIFIED BELOW IN ACCORDANCE WITH AND SUBJECT TO THE PROVISIONS OF 1332.21 THROUGH 1332.34 OF THE OHIO REVISED CODE AND THE TERMS AND CONDITIONS OF THIS AUTHORIZATION.

Terms and Conditions of the Authorization

A. Video Service Area

The video service provider is authorized to provide video service in the areas listed on the attached sheet. The municipality or township added to the provider's video service area by this amendment is indicated on the attached sheet in italics. For all the municipalities or townships indicated in italics on the attached sheet, the provider shall comply with all the applicable Terms and Conditions as set forth in Section B of this document.

B. Notice

1. Current Service Area:

No later than 10 days after the effective date of this authorization the video service provider shall provide written notice to the municipal corporations and/or townships where it is currently providing video service that it has been issued this video service authorization. The notice shall state in accordance with 1332.23(B)(2)(d) of the Ohio Revised Code that upon the effective date of this video service authorization the franchise or competitive video service agreement terminates and no provision of that franchise or agreement is enforceable. Further, the notice shall state that the municipal corporation and/or township are advised to review section 1332.21 through 1332.34 of the Ohio Revised Code to determine their rights and responsibilities. The video service provider shall also provide a copy of the above stated notice to the Director of the Ohio Department of Commerce.

2. Future Service Area:

The video service provider shall provide the Director of the Ohio Department of Commerce with a copy of any notice issued to a municipal corporation or township in compliance with the requirements in 1332.27(A) of the Ohio Revised Code. This notice shall be provided to the Director within 5 days of issuance to the municipal corporation or township. The notice provided to the municipal corporation or township shall also state that the municipal corporation and/or township are advised to review section 1332.21 through 1332.34 of the Ohio Revised Code to determine their rights and responsibilities.

3. Institutional Network

The video service provider shall provide the Director of the Ohio Department of Commerce with a copy of the one hundred twenty days' written advance notice of termination issued to a municipal corporation or township in compliance with the requirements in R.C. 1332.30(C).

4. R.C. 1332.30 (E)(1) and (F)(1)

If the video service provider contends that its obligation under R.C. 1332.30 (E)(1) and (F)(1) terminates prior to January 1, 2012, then no later than 60 days from the effective date of this authorization the video service provider shall provide written notice to the municipal corporation or township with the earlier termination date. The video service provider shall also provide a copy of the above stated notice to the Director of the Ohio Department of Commerce.

5. Customer Service Standards

On March 13, 2008, the video service provider was given 90 days advance written notice that commencing on June 13, 2008, the Director would enforce the Federal Communication Commission's (FCC) customer service regulations listed below. All municipalities and townships listed on the attached sheet shall be the video service area in which the FCC's customer service regulations apply.

47 C.F.R. § 309	Customer Service Obligations
47 C.F.R. § 76.1602	Customer Service- general information
47 C.F.R. § 76.1603	Customer Service- rate and service changes
47 C.F.R. § 76.1619	Information on subscriber bills

Please be advised that on March 1, 2008, the Public Utilities Commission of Ohio ("PUCO") call center began accepting consumer complaint calls on behalf of the Director. The PUCO call center staff will forward all consumer complaint information to the Department of Commerce's Video Service Authorization Section for follow-up with the consumer and the video service provider.

In accordance with 47 C.F.R. 76.952, the video service provider shall immediately place the following information on the provider's bill for all video service areas in which the provider has been issued a video service authorization:

If your complaint is not resolved after you have called your provider please contact the Ohio Department of Commerce at <http://www.com.ohio.gov/admn/vsa> or via PUCO's call center at 1(800) 686-7826.

The seal of the Ohio Department of Commerce is a large, circular emblem. It features a central landscape scene with a river, trees, and a field. The words "OHIO DEPARTMENT OF COMMERCE" are written around the perimeter of the seal. In the center of the seal, there is a signature in blue ink that reads "David Goodman / DRG". Below the signature, the name "David Goodman, Director" is printed in black text.

David Goodman / DRG
David Goodman, Director

Armstrong Utilities' Service Areas
VSA Number: 2007-VSA-0006
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(New Areas in Italics)

Sub-Authorizations:

-03 Ashland

City of Ashland
Clear Creek Township
Mifflin Township
Milton Township
Montgomery Township
Orange Township
Perry Township
Ruggles Township
Sullivan Township
Troy Township
Vermillion Township

-04 Ashtabula

Andover Township
Williamsfield Township

-27 Gallia

Crown City Village
Guyan Township

-44 Lawrence

Athalia Village
Lawrence Township
Windsor Township

-47 Lorain

Brighton Township
Columbia Township
Grafton Township
Huntington Township
Rochester Township
Wellington Township

-50 Mahoning

Goshen Township
Milton Township

Springfield Township

-52 Medina

Brunswick Hills Township
Granger Township
Homer Township
Lafayette Township
Litchfield Township
Medina
Montville Township
Sharon Township
Spencer Township

-70 Richland

Blooming Grove Township
Butler Township
Weller Township

-78 Trumbull

McDonald Village
Vernon Township

-85 Wayne

Baughman Township
Chippewa Township
Dalton Village
East Union Township
Green Township
Marshallville Village
Milton Township
Paint Township